



Canada Council  
for the Arts

Conseil des arts  
du Canada

**FINE ART SERVICES**  
**REQUEST FOR PROPOSAL**

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# THE CANADA COUNCIL FOR THE ARTS

## FINE ART SERVICES

### REQUEST FOR PROPOSAL

#### 1.0 GENERAL INFORMATION & INSTRUCTIONS

##### 1.1 PURPOSE FOR THE RFP

This request for proposal (RFP) invites fine art conservators (generalists and specialists) (the Firm) with expertise in artwork restoration and preparation to submit proposals to provide the following services: artwork restoration and cleaning, outdoor sculpture maintenance, preparation of artworks for exhibition, custom framing, fabrication of plinths, custom display boxes, mounts, museum display cases and custom crates for transporting artwork nationally and internationally to the Canada Council for the Arts (the Council). The intent of this request for proposal (RFP) is to establish a list of prequalified suppliers who can be assigned to deliver fine art services as needed. The Council would enter into Standing Offer Agreements with successful Firms for five years.

##### 1.2 ABOUT THE CANADA COUNCIL FOR THE ARTS

The [Canada Council for the Arts](#) contributes to the vibrancy of a creative and diverse arts and literary scene and supports its presence across Canada and around the world. The Council is Canada's public arts funder.

Its grants, services, initiatives, prizes, and payments support Canadian artists, authors, and arts groups and organizations. This support allows them to pursue artistic expression, create works of art, and promote and disseminate the arts.

Through its arts funding, communications, research, and promotion activities, the Council fosters ever-growing engagement of Canadians and international audiences in the arts.

The Council's [Public Lending Right \(PLR\) program](#) makes annual payments to creators whose works are held in Canadian public libraries.

The Council's Art Bank provides the broader public with a collection of over 17,000 Canadian contemporary art works to enjoy through its rental, loan, and dissemination programs.

The Canadian Commission for UNESCO operates under the authority of the Council. It shares a common history and future with the Council in terms of sustainable development characterized by the arts, science, culture, equality, and peace.

For more information in regards to the above-mentioned, please refer to Council's following websites:

- Canada Council for the Arts: <https://canadacouncil.ca/>
- Public Lending Right Program: <https://publiclendingright.ca/>
- Art Bank: <https://artbank.ca/>
- CCUNESCO: <https://en.ccunesco.ca/>

### 1.3 BACKGROUND

The Canada Council Art Bank makes contemporary artwork available to a wide public across the country through corporate art rental, exhibitions and outreach including loans to museums. With more than 17,000 artworks by over 3,000 artists, the Art Bank has the largest collection of contemporary Canadian art anywhere. It houses paintings, sculptures, drawings, photographs and prints by emerging and established artists, including a significant number of artworks by Indigenous and racialized artists.

The Art Bank requires a wide range of fine art services to deliver its programs and maintain the collection including minor and, at times major, restoration of artworks, with the majority of the restoration work being done on paintings and sculptures of a variety of sizes and mediums; consultation on the Art Bank collection and artworks borrowed from other institutions; specialized framing services; and custom fabrication of display units, mounts and shipping crates. The Art Bank is located at 921 St. Laurent Blvd, in Ottawa.

The intent of this request for proposal (RFP) is to establish a list of prequalified suppliers who can be assigned to deliver fine art services as needed.

### 1.4 ACCEPTANCE OR REJECTION OF PROPOSALS

It is the intention of the Council to consider the proposals submitted and to not be precluded from negotiating with one, or more than one, of the parties responding to this RFP to finalize technical and commercial terms. **The Council reserves the right to accept any proposal, or any part of a proposal submitted that is deemed, in the sole discretion of the Council, to be the most advantageous to it.**

The proposal having the lowest cost shall not necessarily be accepted and the Council may take into account any criteria in evaluating responses to this RFP. The Council is not obliged to provide reasons to any responding parties with respect to any use of the Council's discretion.

The Council reserves the right, in its sole discretion, to seek further information from, or clarification of, any proposal submitted in response to this RFP, and is entitled to utilize any such information or clarifications received in deciding which proposal it may accept, if at all.

### 1.5 RFP DATES & DEADLINES

The following schedule will be followed for this RFP:

RFP posted to MERX	February 16, 2023
Deadline for questions regarding the RFP	March 6, 2023
Deadline for responses to be posted to MERX	March 14, 2023
Deadline for submissions	March 23, 2023
Contract negotiations (additional requests from short-listed firms if required)	March 24 to 31, 2023
Start of contract	May 1, 2023

**Period of Validity of the Proposal:** Proposals submitted must remain open for acceptance by the Council for a period of not less than sixty (60) days from the specified closing date.

## 1.6 CONFIDENTIALITY AND COUNCIL'S OBLIGATION

All information, including the RFP, provided to the Firms shall remain the exclusive property of the Council. As such, all data and information shall be kept strictly confidential and shall not be disclosed to any third party without the express written consent of the Council.

The issuance of this RFP and Council's receipt of any proposal shall not, in any manner, obligate Council to perform any act, incur any liabilities, or reimburse or compensate any Firm for preparation costs or other losses incurred in the preparation of their response to this RFP. Council shall have the right to use, for any purpose, any information submitted in connection with the RFP unless it has been marked Confidential.

Confidentiality agreements or clauses are subject to the [Access to Information Act](#) s. 20(1)(b) and must meet the following four conditions to be treated confidentially.

The information must be:

1. financial, commercial, scientific or technical information;
2. "confidential" - three indicators of confidentiality:
  - the information contained in the record is not available from other sources in the public domain or obtainable by observation or independent study by a member of the public acting on his or her own;
  - the circumstances in which the information originates and is communicated give rise to a reasonable expectation that it will not be disclosed; and
  - the information, whether provided by law or supplied voluntarily, is communicated to the government within a relationship that is either fiduciary or not contrary to the public interest and that will be fostered for the public benefit by confidential communication.;
3. supplied to a government institution by a third party; and
4. treated consistently in a confidential manner by the third party.

## 1.7 TERMS & CONDITIONS

Successful firm(s) will be required to enter into a Standing Offer Agreement with the Council which will embody the terms of this RFP and any subsequent negotiations or clarifications. The Council reserves the right to modify or amend this form of agreement prior to its finalization and execution with the party submitting the successful proposal.

## 1.8 REQUESTS FOR INFORMATION

Please submit any questions in writing, via email, to the contact below and the Council will respond accordingly. To ensure that all firms receive equivalent information, the Council will post applicable clarification questions and responses on MERX. Deadline for submitting questions is March 6, 2023 at 5:00 pm EST (Ottawa local time).

Enquiries concerning any aspect of this RFP can be directed to:

**Contact Name: Martha Young**

**Contact Title: Operations and Marketing Coordinator**

**Email: [martha.young@canadacouncil.ca](mailto:martha.young@canadacouncil.ca)**

## 1.9 INSTRUCTIONS

### 1.9.1 INTENTION TO REPLY TO RFP

Please reply via email (address in section 1.8) that you have reviewed this RFP and of your intention to submit a proposal by March 14, 2023 at 5:00 pm EST (Ottawa local time) . A return email address must be shown in the proposal. Please note that we will still accept your RFP submission even if the intent to reply has not been communicated to us prior to the date stated above.

### 1.9.2 RECEIPT OF PROPOSAL

The completed RFP submission shall be received electronically by email on the proposal due date of March 23, 2023 prior to 5:00 pm EST (Ottawa local time). Firms are requested to keep their RFP submission size to under 20 MB. Please indicate the RFP title in the email's subject line.

All proposals must be:

- 1) signed by a duly authorized officer;
- 2) include a statement that the firm has examined and understood the RFP and all addenda (as applicable), and
- 3) state that the Firm has the technical and financial resources and personnel to provide the services as identified in this RFP, and within the [timeframes](#) specified in this proposal.

Consulting firms are responsible for ensuring that submissions are received by the Council prior to the proposal due date and time. Late submissions received after the closing date and time will be disqualified from competition and not evaluated.

### 1.9.3 FORMS OF PROPOSAL

To ensure that all proposals are uniformly evaluated, they must be submitted in the format prescribed in [Appendix A](#) of this RFP.

The proposal should completely address each element of the Council's requirements as outlined in [Section 2.2 \(Service Requirements\)](#). Changes or enhancements should be clearly identified and explained. The Firm may suggest alternative means beyond the scope of the stated requirements.

All the terms and conditions set forth in the RFP are accepted and incorporated in the proposal unless the proposal specifically takes exception to them.

### 1.9.4 MODIFICATION OF PROPOSALS

Firms may modify their proposals up to the specified closing date and time.

### 1.9.5 AMENDMENTS OR WITHDRAWAL OF THE RFP

Correction or clarification to the RFP will be issued in the form of a written addendum to the RFP and will be posted on MERX. No interpretation, correction, clarification or amendment to the RFP shall be binding on the Council unless it is by way of an addendum. Firms must acknowledge receipt of all addenda in their proposal.

**1.9.6 RETURN OF PROPOSALS**

Unsuccessful proposals will not be returned to the Firm.

## 2.0 COUNCIL'S REQUIREMENTS

### 2.1 OVERVIEW

The Art Bank has a collection of approximately 17,000 artworks of various mediums and dimensions, including paintings, drawings, sculptures, fibre works, photographs, etc. The total appraisal value of the collection is close to \$73 million. The works have been purchased over the past five decades for the purpose of renting them to public and private sector clients in Canada and, at times, internationally. The Art Bank also loans works to institutions in Canada and internationally for the purpose of exhibiting them in major exhibitions or retrospectives as well as organizing two exhibitions each year in the Canada Council's exhibition space, Âjagemô, and beyond. The Art Bank's diverse collection includes artworks by notable artists from the 1960s to today including Edward Burtynsky, Jack Bush, Sarindar Dhaliwal, Jacques Hurtubise, William Kurelek, Rita Letendre, Meryl McMaster, Kent Monkman, Norval Morrisseau, Alfred Pellán, Edward Pien, Jean-Paul Riopelle, Denyse Thomasos, Joyce Wieland, etc. For more information about the Art Bank and to see the entire collection, visit <https://artbank.ca/>.

The Art Bank wants to establish a list of prequalified suppliers to provide art restoration and consultation, custom framing, and custom fabrication services as needed. The Art Bank is based in Ottawa, Ontario. When possible, it is preferable to have the requested services carried out on site at the Art Bank for efficiency. Firms are expected to provide their own specialized materials and supplies unless otherwise agreed upon with the Art Bank. The Art Bank has a project area and a workshop equipped with a table saw, drill press, sander, etc, as well as a small dedicated treatment room. Firms that prefer to complete the requested services at their respective workshop should provide details in their quote including how they would manage the transportation of artworks and any related costs that would be charged to the Art Bank. The Art Bank services clients in Montreal and Toronto on a regular basis and may request services in these locations.

### 2.2 SERVICE REQUIREMENTS

#### Service Requirements:

The Art Bank requires a range of fine art services to deliver its programs including:

#### 1. Art Restoration and Consultation:

- a. **Minor art restoration (generalist)** which may include dusting surfaces, inpainting chips and abrasions, removing accretions and stains, replacing missing material with other appropriate material, mounting works on bases, burnishing frames, installation of special hinges, building spacers, stretching canvases, and maintenance work on outdoor sculptures. Minor restoration is considered reversible and does not require the approval of the artist. The majority of the art restoration services will fall under this category. The majority of artworks requiring restoration include, but are not limited to, paintings (oil, acrylic, watercolour, etc) and sculptures (steel, fibreglass, ceramic, wood, mixed media, etc).
- b. **Major restoration (specialist)** may include some of the work described above, however, the work is extensive and may not be reversible. For major restoration, the Art Bank requires a formal treatment proposal indicating the options for treatment, potential risks and recommendations. Treatment proposals may require the approval of the artist.

- c. **Consultation** on the condition and/or protection of Art Bank artworks and artworks borrowed from other institutions for exhibitions (ex. preparing condition reports or treatment plans, assisting with accessioning and advising on framing and protection of newly acquired artworks for the collection).
2. **Custom Framing:**
    - a. Specialized framing skills to frame paintings and oversized works to museum standards (ie. Using preservation matting and framing materials and methods), to install special hinges and to repair/refresh artist frames which may include burnishing.
3. **Custom Fabrication:**
    - a. Pedestals, display cases, mounts and other built elements for exhibitions or client installations and shipping crates, as per industry standards, for national/international transportation of artworks.

### **Art Bank Process for Requesting Services:**

#### **1. Quote/Treatment Proposal:**

For each type of service, the Art Bank will contact the Firm with a detailed work order (per artwork) to request a quote. The quote must include the following:

- Art Bank assigned work order number
- Depending on the type of service, a description of service or brief written proposal for treatment (which will serve as record of treatment for artwork restoration once completed)
- Cost estimate with a projected number of hours for completion, material breakdown and cost (if applicable), and hourly rate. The hourly rate must be in concordance with the rates set out in the Standing Offer Agreement.
- Expected completion date

For major restoration, in addition to the above-mentioned quote, a comprehensive treatment proposal would be required. A treatment proposal would include:

- A written description of the present condition of the artwork
- A written proposal for treatment (a recommendation against treatment may be a valid outcome of an examination)
- An explanation of the expected results of the treatment proposal
- An explanation of the potential risks involved in the treatment proposal
- Any revisions to the cost estimate provided in the original quote
- Any revisions to the estimated completion date provided in the original quote

#### **2. Approving Services:**

- a. Once the quote/treatment proposal has been approved, the Firm performs services as described in quote/treatment proposal and within estimated costs and timeframes.
- b. If during the delivery of services, new information is discovered that necessitates a significant deviation from the original description of service/treatment proposal, the Firm will have to revise the original proposal and have it approved.

### 3. Upon completion of work:

- a. Once the service is complete, the Firm will invoice the Art Bank based on the approved quote. The invoice will detail the services rendered. For minor restoration, the brief proposal for treatment will serve as the treatment report. For major restoration, a comprehensive treatment report is required for the Art Bank records. A treatment report includes a description of the treatment including any materials added to the artwork during treatment and, if applicable, photographs of before and after restoration and recommendations for ongoing care of the artwork. All records must be returned to the Art Bank.

### Project Management Requirements:

The Firm shall:

- Provide supplies and equipment required for services to be performed onsite at the Art Bank or client site.
- Provide plan for moving artwork to external workshop by qualified fine art handlers (if required). Any cost for the movement of artworks would need to be part of the quote/treatment proposal.
- For any off site work, the Firm shall maintain insurance coverage on the replacement value of the artwork while in their care.
- Prior to delivery, the Firm must verify the quality of the deliverables to ensure they meet the service requirements. Verification shall include ensuring that the deliverables have been completed according to the Project Authority's instructions.

## 2.3 GENERAL TIMEFRAME REQUIREMENTS

- Exact timelines for deliverable will be defined with each request for service. Major restoration projects would be negotiated on a case by case basis. The following general timeframes are used as guidelines:
  - Urgent requests: Occasionally, the Art Bank has an artwork included in an exhibition or installed on a contract that requires immediate attention. Services might need to be delivered on site or with a quick turnaround.  
Timeline: Quote and work carried out within 1-5 days.
  - Standard requests: Artworks going out on installation may, from time to time, require minor restoration/cleaning, or specialized framing services.  
Timeline: Quote within 5 days and work carried out within 10-15 business days.
  - Non-urgent requests: For artworks requiring crates for travel, for annual maintenance on outdoor sculptures, for fabrication of special display mounts for client installations or exhibitions or for other non-urgent requests.  
Timeline: Quote within 5 days and work carried out within 1 month.

## 2.4 OTHER REQUIREMENTS

No other requirements.

## 3.0 EVALUATION OF THE PROPOSALS

### 3.1 SCORING

All proposals will be rated on the basis of a "points earned" matrix that will involve an analysis of the complete proposal including, but not limited to, such areas as:

- Proposal is submitted according to instructions (Pass/Fail)
- Firm's capability (60%)
  - [Section A: Executive Summary of the Proposal](#)
  - [Section B: Profile of the Firm](#)
  - [Section C: Suitability of the Firm](#)
  - [Section D: Service Requirements](#)
  - [Section E: Service Standards](#)
  - [Section F: References](#)
  - [Section G: Timeline Requirements](#)
- Firm's pricing schedule (40%)
  - [Section H: Pricing Schedule, Experience & Value Added](#)
  - [Appendix B](#)

Firms are required to demonstrate in their proposal that they are able to satisfy the above criteria. Council reserves the right in its sole discretion to request, in writing or orally, clarification of any additional information concerning proposals that are considered responsive.

### 3.2 SHORT-LIST

A short-list of Firms will be selected on the basis of Council's analysis. Firms on the short-list will be notified in writing and Council reserves the right to request a one-hour presentation to the Council's Selection Committee.

The Council retains complete discretion in deciding which proposals meet the requirements set out in the RFP and what evidence will be considered adequate to indicate compliance with those requirements.

### 3.3 AGREEMENTS WITH SUCCESSFUL FIRMS

The Council shall enter into negotiations with the successful Firm(s) with a view to finalizing a Standing Offer Agreement for services (the contract), on terms acceptable to the Council. The contract shall be for a period of **five years**. The Council reserves the right to cancel the contract at any time if the service does not meet Council's expectations and a 30-day advance notice will be sent.

If an agreement acceptable to the Council is not reached within sixty (60) days after selection of the successful Firm, the Council may disqualify that Firm and re-evaluate the remaining proposals without obligation or claim against the Council.

All proponents will be advised on the results of the RFP, including disclosure of the name of the winning proponent, once the proposals have been reviewed and the final negotiations with the winning proponent have been finalized and agreed. Notifications will be done via an email and/or telephone conversation with

all the proponents at the discretion of the Council. Within 15 days after notification of award, unsuccessful proponents may request a debriefing on their proposal to be scheduled at a later date.

## 4.0 WORK TERMS

### 4.1 TASKS

Depending on the service requested as well as the nature and scale of the project, tasks may include:

- Consultation
- Forecasting cost of materials and time
- Delivery of services
- Travel
- Invoicing

### 4.2 CLIENT SUPPORT

The Council's Project Authority will:

- Provide overall project management authority;
- Provide access to Art Bank personnel as required for discussions, consultations and information;
- Provide access to a project area and a workshop equipped with a table saw, drill press, sander, etc, as well as a small dedicated treatment room;
- Provide the Firm with background documents for review;
- Assist the Firm with obtaining Council documents and data, when required;
- Will be the source of final approval and acceptance of all deliverables; and
- Provide feedback to the Firm on all deliverables.

### 4.3 DELIVERABLES AND ASSOCIATED SCHEDULE

For deliverables completed at the Art Bank, services must be completed during regular business hours (Monday to Friday, 8:45 a.m. to 5:00 p.m. EST), unless otherwise requested by the Project Authority.

All completed deliverables are subject to inspection and acceptance by the Project Authority or his/her designated representative.

Deliverables deemed to be unacceptable by the Project Authority and thus not meeting the service requirements must be corrected by the Firm within the timeframe prescribed by the Project Authority.

### 4.4 OFFICIAL LANGUAGES

Work, including tasks and deliverables, can be completed in English or French.

#### **4.5 WORK LOCATION**

Art Bank is based in Ottawa, Ontario. Meetings and consultations will be conducted as required in the offices of the Project Authority. When possible, it is preferable to have the requested services carried out on site at the Art Bank for efficiency. The Art Bank will provide access to a project area and a workshop equipped with a table saw, drill press, sander, etc, as well as a small dedicated treatment room. Firms may also complete the requested services at their respective workshop.

#### **4.6 TRAVEL**

Travel to the Art Bank for meetings and consultation will not be reimbursed. Occasionally travel to clients within and outside the Ottawa-Gatineau area may be required, particularly for outdoor sculpture maintenance and installation; travel expenses would need to be pre-approved in writing. Travel does not include the transportation of artworks.

## APPENDIX A - PROPOSAL FORMAT

To ensure that all proposals are evaluated equally, the submissions must be divided into the following sections:

### SECTION A AN EXECUTIVE SUMMARY OF THE PROPOSAL

### SECTION B A PROFILE OF THE FIRM

This section should include:

- company legal name and Canadian address;
- contact information for person responsible for RFP submission;
  - Name, Title, Phone, E-mail
  - Authorized Signature and Date
- website;
- professional memberships;
- number of years in business as a fine art service firm in Canada;
- number of core customers;
- financial capacity;
- geographical area of operation;
- a brief description of your company, including the number of Full-time employees (employees versus contract personnel), average length of employment, an organizational chart and a brief resume of each senior manager.
  - Provide details that would be specific to this engagement
- Indicate whether the Firm has insurance and provide details of the coverage.

### SECTION C SUITABILITY OF YOUR FIRM

This section should describe in two pages or less why you feel that the Firm is best suited to serve the Council's fine art services requirements.

Please describe what work the Firm has done in terms of services listed under section 2.2 (service requirements with (a) Crown corporation(s), or (b) similar type of agencies and/or organizations, and (c) with organizations working in the arts and culture sector. A demonstrated knowledge and understanding of the arts and culture sector will be a bonus.

The Firm must be able to demonstrate experience in providing fine art services, including art restoration and consultation, custom framing and custom fabrication services for similar corporations and agencies.

### SECTION D SERVICE REQUIREMENTS

This section should be broken into sub-sections that respond to each of the requirements identified in the [Council's Service Requirements](#) (2.2) of this RFP. The Firm must provide project summaries describing at least two (2) engagements related to each service requirement completed in the past three (3) years and must show experience and qualifications with similar corporations and agencies. The Firm must demonstrate qualifications for each of the requirements and articulate what value they brought to their client through the delivery of that service. Support material demonstrating quality of work, such as photographs or website links, can be included.

**SECTION E SERVICE STANDARDS**

This section should describe the Firm's approach, methodology and accelerators for managing and delivering on project engagements of this nature (based on the examples identified in [Section D](#)).

This section should also address the following:

- Firm's ability to provide a highly personalized, responsive and practical service, and meet established project deadlines;
- Firm's proposal for problem resolution if the proposed work is unsatisfactory;
- Firm's ability to provide a high level of service to Council.

**SECTION F REFERENCES**

Please provide three references of comparable, existing corporate clients including the names of the senior contacts, phone number and email. Summarize the work that was done for their organization and the year(s) the service was provided.

**SECTION G TIMELINE REQUIREMENTS**

This section should describe the Firm's ability to meet the timeframes indicated in [Section 2.3](#) and demonstrate availability and capacity to deliver on the Council's service requirements in the timeframe requested.

**SECTION H PRICING SCHEDULE, RESOURCES & VALUE ADDED**

This section should outline the rates for services for each resource category (see [Appendix B](#) for the roles). Resumes must be provided for each of the roles to demonstrate the Firm's breadth of experience and availability of these resources to immediately start work on the proposed requirements.

Indicate whether your Firm would provide thresholds for pricing influenced by spending or if any additional incentives such as early payment terms or grouped project discounts could apply.

Describe any other value added services that your Firm could provide. Explain where there would be any additional financial advantage if your Firm was awarded work.

